



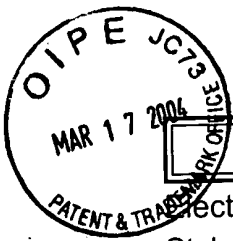
Electronic Filing System (EFS) Data
Electronic Patent Application Submission
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EFS ID: 57322
Application ID: 10735470
Title of Invention: METHOD AND APPARATUS FOR
PROVIDING INTEGRATED
CUSTOMER CARE AND WORK-
FLOW MANAGEMENT
First Named Inventor: Anand Kumar
Domestic/Foreign Application: Domestic Application
Filing Date: 2003-12-12
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Statement
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Confirmation number: 4313
Attorney Docket Number: 717841.4




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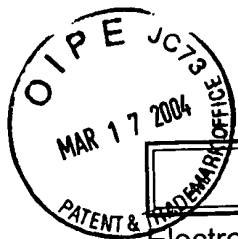
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Electronic Version v1.1
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Title of Invention	METHOD AND APPARATUS FOR PROVIDING INTEGRATED CUSTOMER CARE AND WORK-FLOW MANAGEMENT									
Application Number: 10/735470 										
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Attorney Docket Number: 717841.4										
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<table border="1"><thead><tr><th>Submitted by:</th><th>Elec. Sign.</th><th>Sign. Capacity</th></tr></thead><tbody><tr><td>Mark E. Stallion Registered Number: 46,132</td><td>/Mark E. Stallion/</td><td>Attorney</td></tr></tbody></table>			Submitted by:	Elec. Sign.	Sign. Capacity	Mark E. Stallion Registered Number: 46,132	/Mark E. Stallion/	Attorney		
Submitted by:	Elec. Sign.	Sign. Capacity								
Mark E. Stallion Registered Number: 46,132	/Mark E. Stallion/	Attorney								
<table><tr><td>Documents being submitted</td><td>Files</td></tr><tr><td>us-ids</td><td>nisc4.2-usidst.xml</td></tr><tr><td></td><td>us-ids.dtd</td></tr><tr><td></td><td>us-ids.xsl</td></tr></table>			Documents being submitted	Files	us-ids	nisc4.2-usidst.xml		us-ids.dtd		us-ids.xsl
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	us-ids.dtd									
	us-ids.xsl									
Comments										



ELECTRONIC INFORMATION DISCLOSURE STATEMENT

Electronic Version v18

Stylesheet Version v18.0

Title of
Invention

METHOD AND APPARATUS FOR PROVIDING
INTEGRATED CUSTOMER CARE AND WORK-FLOW
MANAGEMENT

Application Number: 10/735470



Confirmation Number: 4313

First Named Applicant: Anand Kumar

Attorney Docket Number: 717841.4

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or 6563518 or 6031904 or 20020138828 or
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or 20030059845 or 20020087341 or
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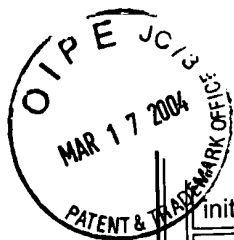
US Patent Documents

Note: Applicant is not required to submit a paper copy of cited US Patent Documents

init	Cite.No.	Patent No.	Date	Patentee	Kind	Class	Subclass
	1	6337901	2002-01-08	Rome, et al.			
	2	6182054	2001-01-30	Dickinson, et al.			
	3	6515968	2003-02-04	Combar, et al.			
	4	6298352	2001-10-02	Kannan, et al.			
	5	6128624	2000-10-03	Papierniak, et al.			
	6	6324516	2001-11-27	Shults, et al.			
	7	5878400	1999-03-02	Carter, III			
	8	6249905	2001-06-19	Yoshida, et al.			
	9	6563518	2003-05-13	Gipalo			
	10	6031904	2000-02-29	An, et al.			

US Published Applications

Note: Applicant is not required to submit a paper copy of cited US Published Applications



init	Cite.No.	Pub. No.	Date	Applicant	Kind	Class	Subclass
	1	20020138828	2002-09-26	Robohm, et al.			
	2	20030033167	2003-02-13	Arroyo, et al.			
	3	20020168055	2002-11-14	Crockett, et al.			
	4	20020049615	2002-04-25	Huber			
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	6	20020087341	2002-07-04	Kappel, et al.			
	7	20030090514	2003-05-15	Cole, et al.			

Signature

Examiner Name	Date